

### Certified Supplier Audit Training \*\*

**Introduction:** Aligning business with suppliers that operate at consistently high levels of quality is necessary to keeping organization performing at a high level. An effective audit is one of the common and important method to ensure suppliers are always complying and conforming with the set of standards and requirements.

Supplier audit enables organization to decrease its risk of uncertainty or unexpected results. It will also helps organization to build and maintain a robust management system from which to continuously improve its contractual requirements and relationship with suppliers – the quality partners.

**Objective:** The programme aims to provide delegates with learning how to:

- Verify conformity and effectiveness of the supplier's system
- Plan, prepare, conduct, report and followup audit findings to ensure requirements between suppliers and organization have been met
- Manage audit activities accordance to worldwide best practices and recognised ISO 19011
- Demonstrate the process-based and risk-based approach in auditing the suppliers
- Report on areas require improvements or changes to ensure processes remain valid and suitable all times

**Duration:** 2 days

**Who Should Attend:** Quality Engineer, Quality Assurance Auditor, Supplier Audit Assessor, Sourcing Manager and any other Quality Practitioners who are required to perform supplier audits

### Course Programme

#### DAY 1

**08.45 COURSE REGISTRATION**

**09.00 COURSE Introduction**

#### **Session 1: Introduction and Phases of Supplier Audit**

*Supply chain, supply life cycle management, business strategy, first party auditor, second party auditor, supplier selection and monitoring process, supplier development, phases of audit*

*Activity 1, Feedback on Activity 1*

#### **Session 2: Managing Supplier Audit Programme and Planning**

*Customer-based requirements, product safety, engineering specification, interpret technical specifications, supplier capabilities, supplier performance metrics, continuous improvement, quality system audit, manufacturing process audit, product audit, establish and maintain audit programme, audit resources and implement audit plan*

*Activity 2, Feedback on Activity 2*

**13.00-14.00 Lunch**

**continue Session 2**

#### **Session 3: Conduct Audit : Techniques and Approaches**

*Process auditing, concept of risk management and risk-based audit, prevention base strategy technique, contingency plans, due diligence, supplier quality tools, operational controls, problem solving, performance centric audit*

*Activity 3, Feedback on Activity 3*

**17.00 End of Day 1**

### DAY 2

#### 09.00 RECAPITULATION

##### **Session 4 : Conduct On-Site Audit**

*Establishing contact with auditee, preparation audit activities, documentation audit, assigning roles and responsibilities, audit checklists, opening meeting, communication during audit, gathering information, remote audit , closing meeting*  
*Activity 4, Feedback on Activity 4*

#### 13.00-14.00 Lunch

##### **Session 5 : Supplier Audit Reporting**

*Report content, supplier development, remediation, project management basics, supplier categorization, audit conclusion*  
*Activity 5, Feedback on Activity 5*

##### **Session 6 : Supplier Audit Follow Up : Corrective Actions**

*Implementation and effectiveness of corrective actions, risk & opportunities, supplier quality and relationship management*  
*Activity 6, Feedback on Activity 6*

Course Summary  
Quiz/Test

#### 17.00 End of Day

**There will be a break of 15 minutes mid-morning and mid-afternoon.**

#### **NB:**

All Course times are approximate

- Flexibility may be required in the above course content in order to include, as necessary, new training modules resulting from the changes in the standard and effectiveness of the training program where appropriate.